

**II**

# **AEE Continuing Property Records**

## **Attachment 5**

**[[**

**]]**

# ETC Filings

## Attachment 6



ADAK TELEPHONE UTILITY  
ADAK CABLEVISION  
WINDY CITY BROADBAND  
WINDY CITY CELLULAR

July 1, 2012

Regulatory Commission of Alaska  
701 West 8th Avenue, Suite 300  
Anchorage, AK 99501

Re: RCA Docket U-12-100 - In the Matter of Commission Compliance with the  
Federal Requirement to Certify Proper Use of 2013 Federal Universal Service Funds by  
Eligible Telecommunications Carriers

Dear Commissioners:

Pursuant to the FCC's Third Order on Reconsideration released May 14, 2012 in WC  
Docket No. 10-90, and in compliance with revised rules in C.F.R. Section 54.313,  
Adak Eagle Enterprises LLC dba Adak Telephone Utility, Study Area code, 610989,  
hereby submits a copy of the Annual Reporting submitted to the FCC, USAC and Tribal  
Governments.

Respectfully submitted,

Andilea Weaver  
Vice President/ Chief Operations Officer  
Adak Eagle Enterprises LLC dba Adak Telephone Utility  
1410 Rudakof Cir.  
Anchorage, AK 99508  
(907) 222-0844  
Fax (907) 222-0845

Attachment: AEE ETC 3 AAC 53.460



July 1, 2012

Federal Communications Commission  
Office of the Secretary  
445 12th Street SW  
Washington, DC 20554

Universal Service Administrative Company  
2000 L Street NW, Suite 200  
Washington, DC 20036

Re: WC Docket No. 10-90 - Information Required by FCC rule, 47 CFR § 54.313(a)(2)-(6)

Dear Commissioners:

Adak Eagle Enterprises LLC dba Adak Telephone Utility (AEE), Study Area code, 610989 hereby files its annual reporting requirements for high-cost recipients in compliance with 47 CFR § 54.313(a)(2)-(6).

**47 CFR § 54.313(a)(2) - Outage Reporting**

AEE has collected this data for 2011 since it was required to file outage information to the Regulatory Commission of Alaska in 2011.

**47 CFR § 54.313(a)(3) - Unfilled Service Requests**

The signatory below certifies that AEE provided service throughout its eligible telecommunications carrier service area in 2011 to all customers requesting service, and that in no instance was AEE unable to provide service.



**47 CFR § 54.313(a)(4) - Customer Complaints per 1,000 Connections**

The signatory below certifies that there were no formal complaints to the Regulatory Commission of Alaska or the Federal Communications Commission during 2011.

**47 CFR § 54.313(a)(5) - Service Quality Standards and Consumer Protection Rules**

1. The signatory below certifies that the carrier is in compliance with 3 AAC 53.450(a) and (c), Consumer protection and service quality which states:
  - (a) An eligible telecommunications carrier shall maintain at least one business office, with toll free calling if necessary, staffed during commission business hours, to provide customers with access to personnel who can timely provide information on services and rates, accept and process service applications, explain and adjust bills, and generally represent the carrier.
  - (b) AEE does not report under 3 AAC 53.450(b) which is specific to wireless carriers.
  - (c) An eligible telecommunications carrier shall commit to maintaining, in an easily accessible location on the company website, consumer complaint procedures.

**47 CFR § 54.313(a)(6) - Ability to Function in Emergency Situations**

The signatory below certifies that the carrier complies with requirements set out in 47 CFR § 54.202(a)(2) regarding functionality in emergency situations which states:

Demonstrates its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of manage traffic spikes resulting from emergency situations.



ADAAK TELEPHONE UTILITY  
ADAAK CABLEVISION  
WINDY CITY BROADBAND  
WINDY CITY CELLULAR

As an authorized corporate officer of AEE, the holder of Certificate of Public Convenience and Necessity No. 702, issued by the Regulatory Commission of Alaska, I declare under penalty of unsworn falsification that I have examined this report and to the best of my knowledge and belief it is true, correct and complete.

Respectful Submitted,

Andilea Weaver

Vice President/ Chief Operations Officer

Adak Eagle Enterprises LLC, dba Ada Telephone Utility

1410 Rudakof Cir.

Anchorage, AK 99508

(907)222-0844

Fax (907)222-0845

cc: Regulatory Commission of Alaska

701 West 8th Avenue, Suite 300

Anchorage, AK 99501

cc: Dean Thompson; Keppel, Huffman and Ellis





ADAAK TELEPHONE UTILITY  
ADAAK CABLEVISION  
WINDY CITY BROADBAND  
WINDY CITY CELLULAR

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

WC Docket No. 10-90

§ 54.313(a)(2) – Outage reporting

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below.

Page 5 of 6

ETC Report in Compliance with 47 CFR § 54.313(a)(2) through (6)



ADAK TELEPHONE UTILITY  
ADAK CABLEVISION  
WINDY CITY BROADBAND  
WINDY CITY CELLULAR

Adak Eagle Enterprises LLC dba Adak Telephone Utility

Alaska

Study Area Code: 610989

(If necessary, attach a separate list of additional study areas and check this box.)

Signed,

Andilea Weaver

Vice President/ Chief Operations Officer

Adak Eagle Enterprises LLC dba Adak Telephone Utility

1410 Rudakof Cir

Anchorage, AK 99508

(907) 222-0844

R.C.A.  
RECEIVED

12 MAR 30 PM 3:50



ADAK TELEPHONE UTILITY  
ADAK CABLEVISION  
WINDY CITY BROADBAND  
WINDY CITY CELLULAR

March 30, 2012

Robert M. Pickett, Chairman  
Regulatory Commission of Alaska  
701 W Eighth Avenue Suite 300  
Anchorage, Alaska 99501

RE: Adak Eagle Enterprises, LLC dba Adak Telephone Utility  
ETC Reporting Requirement in Compliance with 3 AAC 53.460

Dear Mr. Pickett:

Enclosed are six copies (an original and five (5) copies) of the Annual ETC Report in Compliance with 3 AAC 53.460 for Adak Eagle Enterprises, LLC dba Adak Telephone Utility for the year ended December 31, 2011.

Respectfully submitted,

Larry D Mayes  
President/Chief Executive Officer  
Adak Eagle Enterprises, LLC dba Adak Telephone Utility

Encl:

cc: Andilea Weaver, Vice President/Chief Operations Officer  
Dean Thompson, Esq.

Adak Telephone Utility – Compliance with 3 AAC 53.460



ADAK TELEPHONE UTILITY  
ADAK CABLEVISION  
WINDY CITY BROADBAND  
WINDY CITY CELLULAR

ETC Reporting Requirement in compliance with 3 AAC 53.460  
For Adak Eagle Enterprises LLC, CPCN: 702

53.460 Reporting requirements:

(a) A common carrier designated as an eligible telecommunications carrier shall provide on or before March 31 of each year

(1) An update of the common carrier's network deployment plan that details services provided within the eligible telecommunications carrier service area and includes

(A) Maps detailing progress towards meeting network deployment plan targets;

Adak Eagle Enterprises d/b/a Adak Telephone Utility (AEE) is the facilities-based incumbent local exchange carrier (ILEC) and pursuant to 3 AAC 53.290(c) is the designated carrier of last resort (COLR) in its study area. As COLR, Adak Telephone Utility is fully deployed throughout its service area and per 3 AAC 53.460(c) is not required to provide an update to a network deployment plan.

(B) The amount of universal service support received;

During 2011, Adak Telephone Utility received \$1,191,737.00 in High Cost Loop Support; \$927,528 in Interstate Common Line Support; \$559,020 in Local Switching Support; and \$2,638 in Lifeline/Linkup Support, for a total of \$2,680,923 in federal universal service support.

(C) An explanation of how universal service support was used in the previous year to improve service quality, coverage, or capacity;

AEE used the universal service support received in 2011 for the provision, maintenance, and upgrading of facilities and services for which the support is intended pursuant to 47 U.S.C. § 254(e) and 47 C.F.R. § 54.7. AEE treats its universal service support receipts as a reduction to its local service costs (normalized local revenue requirement) used to set local service rates, in order to benefit its customers by offering service rates in the rural study area that are comparable to rates in urban areas, pursuant to the universal service goals set forth in 47 U.S.C. § 254(b).

Adak Telephone Utility – Compliance with 3 AAC 53.460

(D) An explanation regarding network improvement targets that have not been fulfilled and identification of any unserved areas; and

Not required pursuant to 3 AAC 53.460(c).

(E) An explanation of any revisions to the previously filed network deployment plan;

AEE is an ILEC and COLR and has not filed a network improvement plan with the Commission. Thus, there are no revisions to any such plan.

(2) a certification that the common carrier provided service throughout its eligible telecommunications carrier service area in the past calendar year to all customers requesting service except as described in (3) of this subsection;

AEE certifies that it has provided service throughout its eligible telecommunications carrier service area in the past calendar year to all customers requesting service

(3) an explanation of each instance in which a customer was denied supported services and a detailed explanation of the steps taken to provide service;

AEE is not aware of any instance in which a n AEE was denied supported services during 2011.

(4) the number of complaints to the commission or the Federal Communications Commission by study area and service area, comparing the number of complaints to the total number of handsets or lines served by the carrier by study area and service area;

AEE in not aware of any such complaints in 2011.

(5) a certification that the common carrier is in compliance with applicable consumer protection and service quality standards set out in 3 AAC 53.450;

AEE certifies that it is in compliance with applicable consumer protection and service quality standards set out in 3 AAC 53.450(a) and (c), as follows:

(a) Maintains at least one business office, with toll-free calling if necessary, staffed during commission business hours, to provide customers with access to personnel who can timely provide information on services and rates, accept and process service application, explain and adjust bills, and generally represent the carrier.

(c) Commits to maintaining, in an easily accessible location on the company's website, consumer complaint procedures.

As to 3 AAC 53.450(b), by its terms that subsection refers only "a wireless carrier." AEE is not a wireless carrier.

Adak Telephone Utility – Compliance with 3 AAC 53.460

(6) A certification that the common carrier complies with requirements set out in 3 AAC 53.410(a)(12) regarding functionality in emergency situations;

AEE certifies that it complies with requirements set out in 3 AAC 53.410(a) (12) regarding functionality in emergency situations by: (A) maintaining at least eight hours of backup power to ensure functionality without local alternating current (AC) commercial power; (B) establishing to the extent feasible the ability to reroute traffic around damaged facilities and to manage traffic spikes resulting from emergency situations; and (C) establishing procedures for employees to follow in an emergency to prevent or minimize interruption or impairment of services.

(7) Copies of any outage reports mandated by the commission or the Federal Communications Commission;

Adak Telephone Utility is required to report outages to the Regulatory Commission of Alaska in compliance with Order No. U-03-76(1). Copies of reports submitted during the 2011 calendar year are attached in Attachment A.

(8) a certification that the common carrier complies with 3 AAC 53.410(a)(14) by offering one or more calling plans comparable to those of the incumbent local exchange carrier, including a calling plan with at least 500 free minutes of local usage per month; and

Not applicable. AEE is an ILEC. As such, this certification is inapplicable to AEE.

(9) Affidavits of publication from the prior calendar year demonstrating that the common carrier advertised the availability of supported services throughout the eligible telecommunications carrier service area.

There are no options for formal publication of advertisements on Adak Island. AEE advertised the availability of supported services throughout the eligible telecommunications carrier service area through continued website posting and local television community channel posting. AEE also on multiple occasions posted posters in local establishments on Adak Island. Examples of posters and publications handed out and hung at business establishments are attached in Attachment B. In addition, on two occasions, notices regarding Lifeline options were sent to all AEE customers in a separate publication. (See Attachments). Finally, AEE advertised Lifeline options in the Dutch Harbor newspaper. (See Attachments).

Adak Telephone Utility – Compliance with 3 AAC 53.460

(b) A common carrier designated as an eligible telecommunications carrier before July 12, 2009 must submit an initial annual report that includes a certification that the carrier will comply with 3 AAC 53.410(a)(7), (16), and (17).

AEE certifies that it:

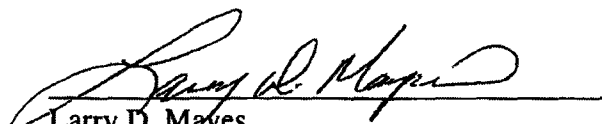
(1) is committed to provide service on a timely basis to requesting customers throughout the common carrier's eligible telecommunications carriers service area using its own facilities or a combination of its own facilities and resale in accordance with the common carrier's network deployment plan . . . .

(B) to file a report in accordance with 3 ACC 53.460(a)(3) of any instance in which the carrier is unable to fulfill a customer request for service;

(2) acknowledges it may be required to provide equal access to long distance carriers if no other eligible telecommunications carrier provides equal access within the eligible telecommunications carrier service area; and

(3) with respect to universal service support for high-cost areas, is committed to use that high-cost universal service support for the provision, maintenance, and upgrade of facilities and services that benefit the eligible telecommunications carrier service area from which the support was derived.

As to 3 AAC 53.410(a)(7)(A), that subparagraph requires an eligible telecommunications carrier to "provide service on a timely basis to requesting customers throughout the common carrier's eligible telecommunications carrier service area using its own facilities or a combination of its own facilities and resale *in accordance with the common carrier's network deployment plan filed under 3 AAC 53.420 and revised under 3 AAC 53.460(a)(1).*" (Emphasis added). AEE is an ILEC and COLR for local exchange service. As such, it has not filed a network deployment plan with the Commission and thus cannot commit to providing services in accordance with a network deployment plant. However, AEE does commit to provide service on a timely basis to requesting customers throughout AEE's service area in accordance with the provisions of its tariffs and applicable RCA regulations.

  
Larry D. Mayes  
President/Chief Executive Officer

Date: 3/30/2012

# **ADAK TELEPHONE UTILITY**

## **ETC Report in Compliance with 3AAC 53.460**

### **Attachment A1**



R.C.A.  
RECEIVED

11 OCT -7 PM 12:56

**Adak Eagle Enterprises LLC**

dba: Adak Telephone Utility

1410 Rudakof Circle

Anchorage, AK 99508

(907) 222-0844

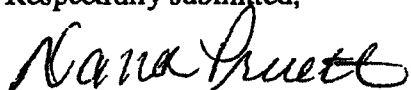
(907) 222-0845 (fax)

Regulatory Commission of Alaska  
701 W. 8<sup>th</sup> Ave. Suite 300  
Anchorage, AK 99501

Re: Quarterly Performance and Outage Report – 09-30-11

In Compliance with U-03-76(1), attached is the Quarterly Performance and Outage report as required in the ordering paragraph 5 for Adak Eagle Enterprises, LLC dba: Adak Telephone Utility.

Respectfully submitted,



Dana Pruett  
Customer Service Representative  
Adak Eagle Enterprises, LLC  
Dba Adak Telephone Utility

Enc.

Cc w/enc: Dean Thompson

*Mailed to  
Dean Thompson 10/7/11*

**ADAK EAGLE ENTERPRISES LLC**

Oba: Adak To  
= Utility

**Outage / Trouble Log J.L., M1 - Sept 30, 2011**

**REDACTED - FOR PUBLIC INSPECTION**

**Adak Eagle Enterprises LLC**

dba: Adak Telephone Utility  
1410 Rudakof Circle  
Anchorage, AK 99508  
(907) 222-0844  
(907) 222-0845 (fax)

R.C.A.  
RECEIVED

11 JUL 12 AM 11:36

Regulatory Commission of Alaska  
701 W. 8<sup>th</sup> Ave. Suite 300  
Anchorage, AK 99501

Re: Quarterly Performance and Outage Report – 06-30-11

In Compliance with U-03-76(1), attached is the Quarterly Performance and Outage report as required in the ordering paragraph 5 for Adak Eagle Enterprises, LLC dba: Adak Telephone Utility.

Respectfully submitted,



Dana Pruett  
Customer Service Representative  
Adak Eagle Enterprises, LLC  
Dba Adak Telephone Utility

Enc.

Cc w/enc: Dean Thompson

*mailed to*  
*11/1*

ADAK EAGLE ENTERPRISES LLC  
 dba: Adak Telephone Utility  
 Outage / Troubleshooting  
 06 - Mar. 06

Date	Time	Customer	Location / Unit #	Problem / Complaint	T/O #	Action Taken	Problem Solved	Date	Time Completed	Completed by: Signed
4/7/2011	10:00AM	GCI	All	GCI LD down		Called GCI NOC. GCI flew out tech.	yes	4/7/2011	8:30PM	Mike

REDACTED - FOR PUBLIC INSPECTION

**Adak Eagle Enterprises LLC**

dba: Adak Telephone Utility  
1410 Rudakof Circle  
Anchorage, AK 99508  
(907) 222-0844  
(907) 222-0845 (fax)

R.C.A.  
RECEIVED

11 APR -5 PM 1:33

Regulatory Commission of Alaska  
701 W. 8<sup>th</sup> Ave. Suite 300  
Anchorage, AK 99501

Re: Quarterly Performance and Outage Report – 03-31-11

In Compliance with U-03-76(1), attached is the Quarterly Performance and Outage report as required in the ordering paragraph 5 for Adak Eagle Enterprises, LLC dba: Adak Telephone Utility.

Respectfully submitted,



Dana Pruett  
Customer Service Representative  
Adak Eagle Enterprises, LLC  
Dba Adak Telephone Utility

Enc.

Cc w/enc: Dean Thompson

*mailed to*

ADAK EAGLE SURPRISES LLC  
 dba: Adak Phone Utility  
 Outage / Trouble Jan. 06 - Mar. 06

<u>#</u>	<u>Time</u>	<u>Customer</u>	<u>Location / Unit #</u>	<u>Problem / Complaint</u>	<u>T/O #</u>	<u>Action Taken</u>	<u>Problem Solved</u>	<u>Date</u>	<u>Time Completed</u>	<u>Completed by: Signed</u>
2/2011	11:10AM	All	All	GCI LD down		None, cleared by itself. Possible solar interference.	Yes	2/28/2011	11:16AM	Mike
3/2011	10:22AM	GCI 572	All	572 can't call/be called from 577& 592, possible PRI problem.	Taqua 231372	Traced calls, contacted Taqua Had GCI reroute their 911.				
3/2011	10:35AM	GCI LD	GCI	5 LD trunks blocked.	349128	Worked with GCI, restored trunks.	Yes	3/2/2011	3:00PM	Mike
11	11:15AM	ATT LD	ATT	ATT LD down		None, cleared by itself. Solar outage	Yes	3/3/2011	11:18AM	Mike
1/11	2:00AM	ATT LD	ATT	ATT LD down	131103220	None, snow in dish.	Yes	3/11/2011	11:30AM	Mike

REDACTED - FOR PUBLIC INSPECTION

**Adak Eagle Enterprises LLC**

dba: Adak Telephone Utility  
1410 Rudakof Circle  
Anchorage, AK 99508  
(907) 222-0844  
(907) 222-0845 (fax)

R.C.A.  
RECEIVED

11 JAN 12 PM 2:44

Regulatory Commission of Alaska  
701 W. 8<sup>th</sup> Ave. Suite 300  
Anchorage, AK 99501

Re: Quarterly Performance and Outage Report – 12./31/10

In Compliance with U-03-76(1), attached is the Quarterly Performance and Outage report as required in the ordering paragraph 5 for Adak Eagle Enterprises, LLC dba: Adak Telephone Utility.

Respectfully submitted,



Dana Pruett  
Customer Service Representative  
Adak Eagle Enterprises, LLC  
Dbas Adak Telephone Utility

Enc.

Cc w/enc: Dean Thompson

*mailed to  
Thompson  
1-11*

ADAK E&I INTERPRISES LLC  
 dba: Adak Telephone Utility  
 Outage / Trouble Log Jan. 06 - Mar. 06

Date	Time	Customer	Location / Unit #	Problem / Complaint No 4th Quarter Outages.	T/O #	Action Taken	Problem Solved	Date	Time Completed	Completed by: Signed

REDACTED - FOR PUBLIC INSPECTION



*To Learn More, Visit:*  
*[www.usac.org](http://www.usac.org)*  
*[www.LifelineSupport.org](http://www.LifelineSupport.org)*

**USAC**  
Universal Service Administrative Company  
*Helping Keep Americans Connected*

Adak Telephone Utility  
1410 Rudakof Circle  
Anchorage, Alaska  
99508  
1-907-222-0844

Windy City Cellular  
1410 Rudakof Circle  
Anchorage, Alaska  
99508  
1-907-222-0844

*To Apply Call*  
*Your Phone Company*

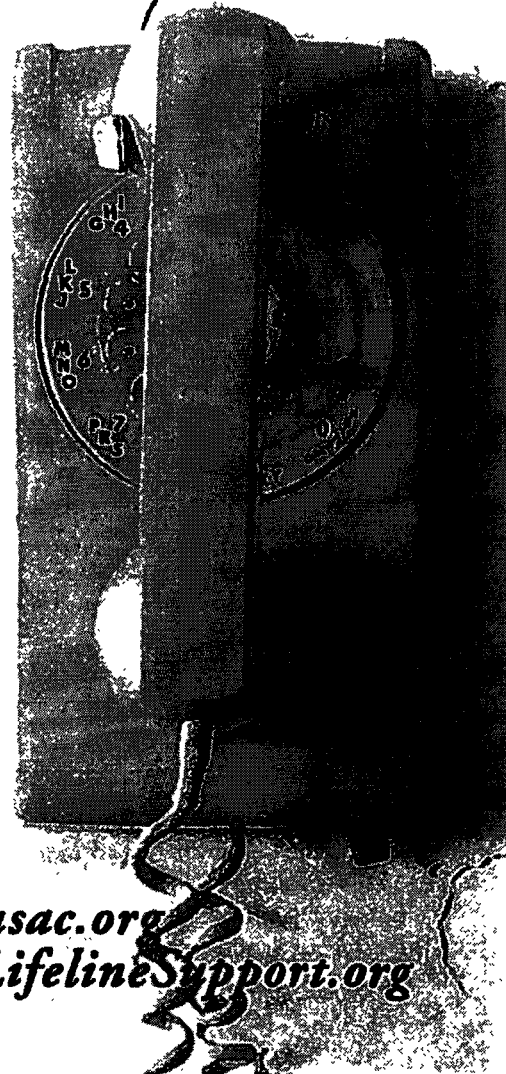
A publication of the Universal Service Administrative Company  
2000 L Street, N.W., Suite 200  
Washington, DC 20036

**USAC**  
Universal Service Administrative Company  
*Helping Keep Americans Connected*

## THE UNIVERSAL SERVICE FUND

### TELEPHONE ASSISTANCE PROGRAMS

*For Low Income Households*



*[www.usac.org](http://www.usac.org)*  
*[www.LifelineSupport.org](http://www.LifelineSupport.org)*

April

2011